GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1903
ANSWERED ON:12.03.2008
OUTSOURCING OF INDIAN VISA PASSPORT AND OCI CARD SERVICES
Tripathy Shri Braja Kishore

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government proposes to outsource Indian visa, passport and Overseas Citizenship of India card;

(b) if so, the details thereof;

(c) the action taken by the Government in this regard; and

(d) the benefits that are likely to accrue as a result thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI E. AHAMED)

(a), (b), (c) & (d) With a view to avoid crowding at the Indian Missions/Posts with large number of passports & visa services, outsourcing of collection of application forms has been initiated in select Indian Missions/Posts. Indian Missions/Posts at Seoul, Tokyo, Kuala Lumpur, Washington, New York, Chicago, Houston, San Francisco, Tel Aviv, Bangkok, Paris, Frankfurt, Colombo, Singapore, The Hague, Canberra, Sydney, Melbourne, Beijing, Shanghai, Islamabad, Dhaka, Chittagong, and Milan have already outsourced collection of forms. Seventeen other Missions/Posts at London, Birmingham, Edinburgh, Ottawa, Vancouver, Toronto, Brussels, Riyadh, Jeddah, Moscow, Madrid, Abu Dhabi, Dubai, Kuwait, Berne, Stockholm and Vienna are in the process of outsourcing the collection of application forms. This will enable applicants to submit their applications in conditions of comfort. It will also enable the concerned Missions & Posts to spare more manpower for expeditious backend processing of applications, involving sensitive aspects of work that cannot be outsourced.